



FEI Systems

Connecting Every Dimension of  
Health and Human Services



# TOTP Set Up Process

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**Customer(s):**

IBHRS

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# Introduction

When using IBHRS, Two-Factor Authentication is required. To do this process, a Time-Based One-Time (TOTP) password will need to be created. Traditionally, this is done with a smartphone. For users without smartphones, the use of browser extensions for TOTP is approved. The recommended authenticator is <https://authenticator.cc/> which may be added to Edge, Chrome, and Firefox.

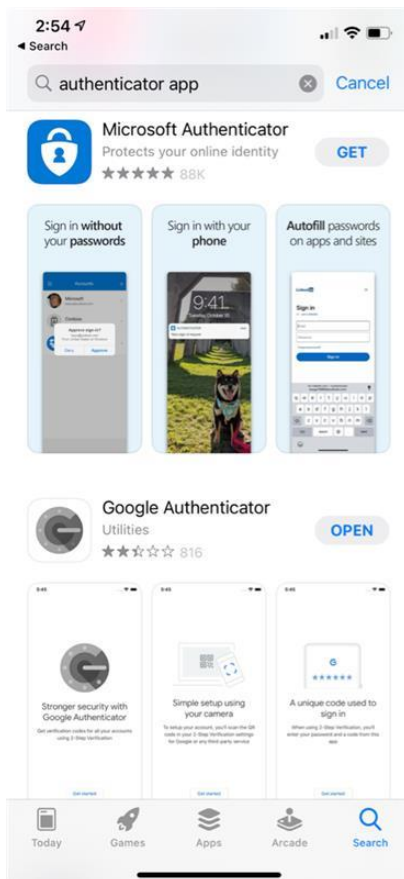
# 1 For Smartphones

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## 1.1 Download an Authenticator App

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Download the micorsoft or google authenticator via the Apple App store or the Google Play Store.

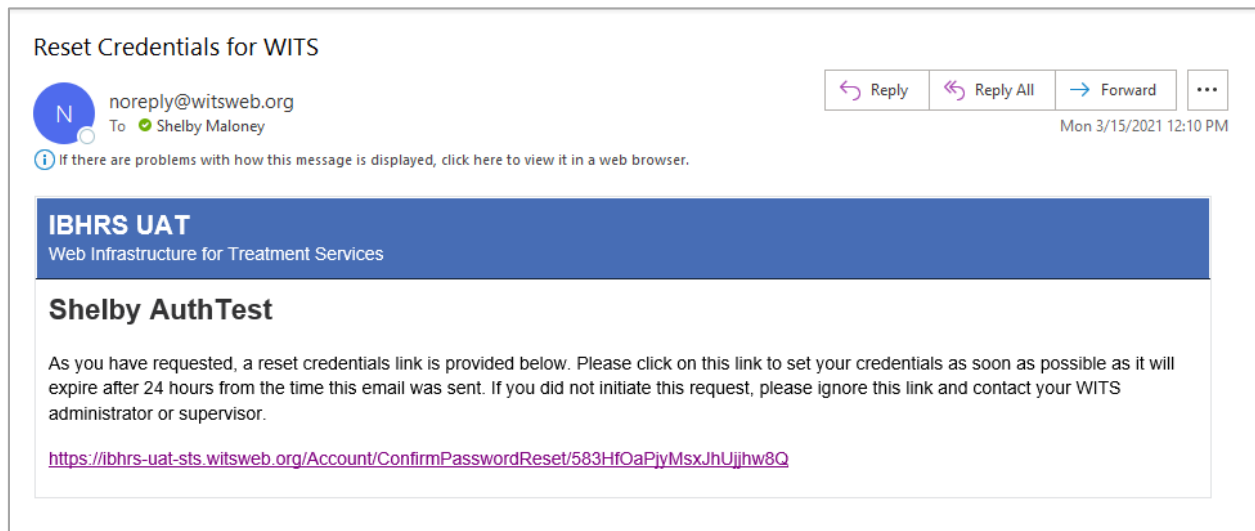


## 1.2 Set IBHRS Security Question

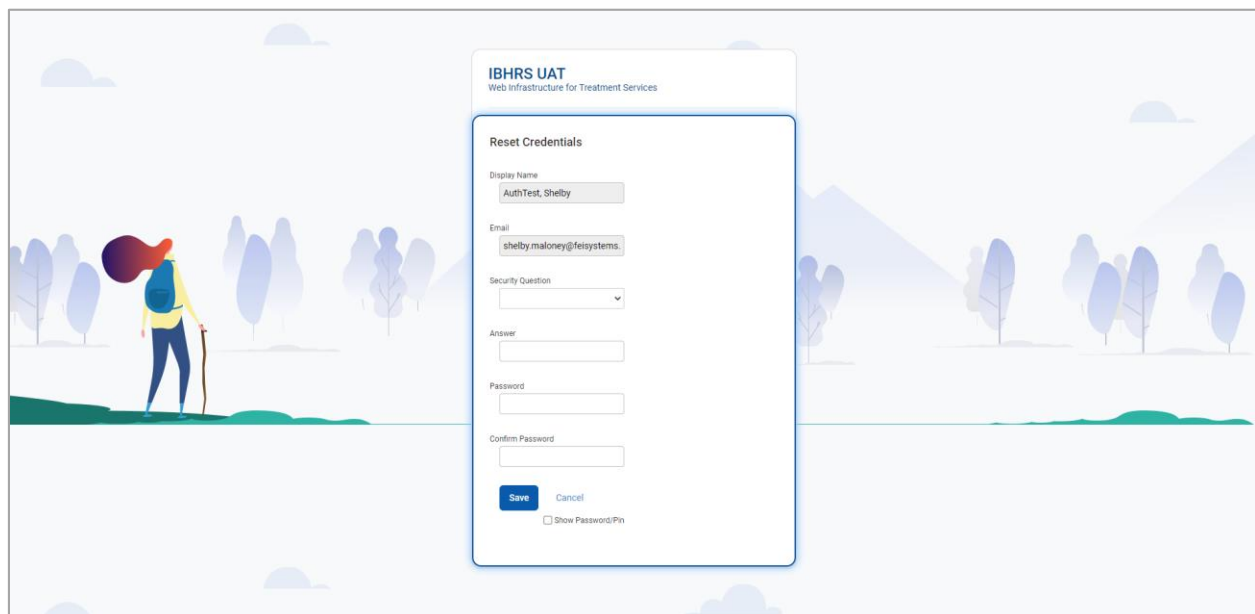
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**Step 1:** When your account has been created, click the link in the email sent to you to set up your security question and password. **This link expires after 24 hours, so it is important to click the link as soon as possible.**

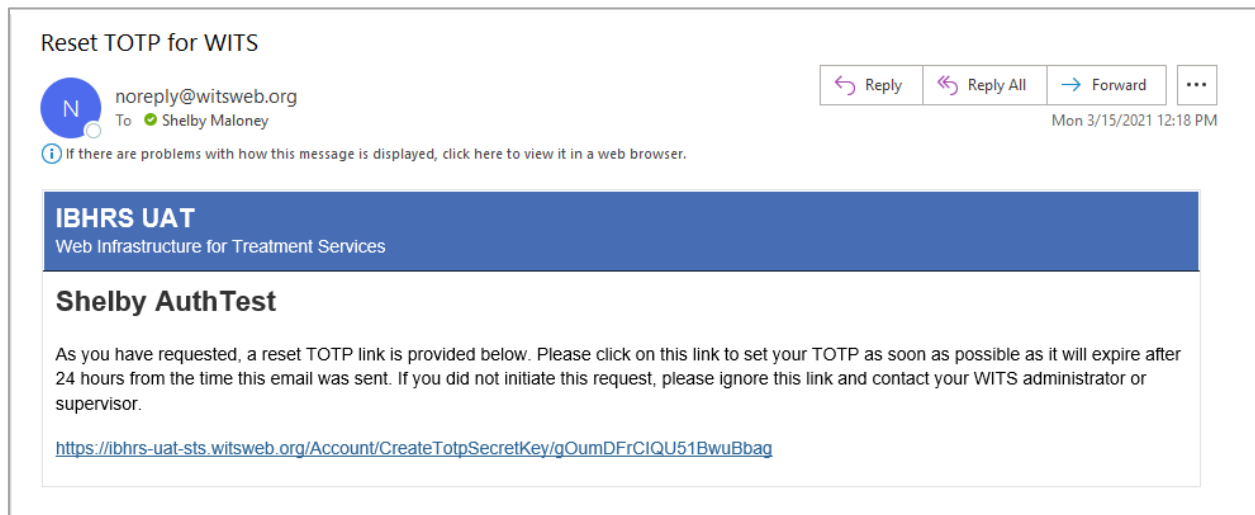
If you already have an account, go to the login page and click **Reset Passsword** to generate the email.



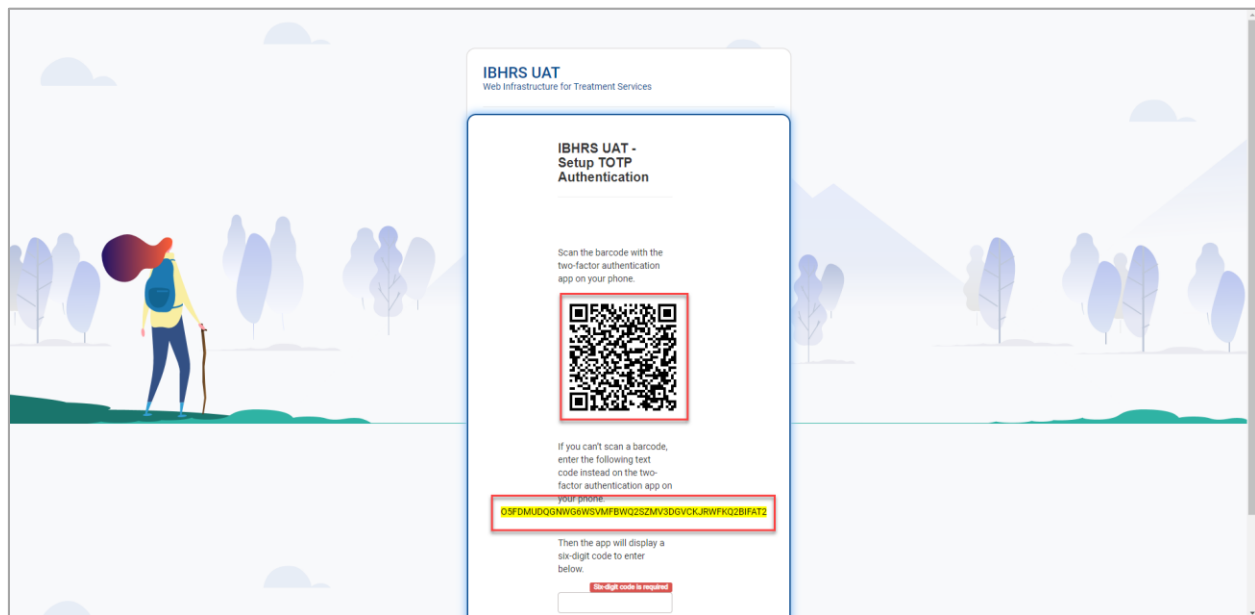
**Step 2:** On the Reset Credentials screen, choose a security question, and type in the answer. Keep in mind, you should choose something that you will remember, and that the security question answer is case sensitive.



**Step 3:** After you have set up your security question and password, a TOTP Authentication Link will be sent to your email address.



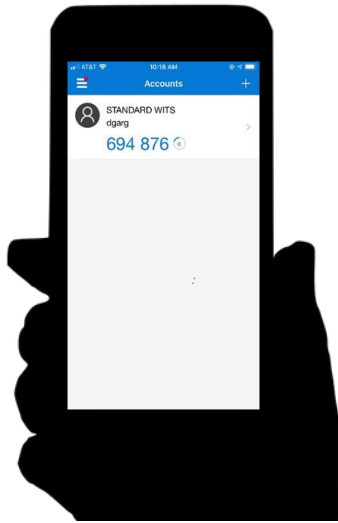
**Step 4:** Click the link, and you'll be taken to the TOTP Authentication page.



**Step 5:** Scan the QR Code with your Authentication App. And that will connect your app to IBHRS.



**Step 6.** Then, when you log into IBHRS, it will ask for a TOTP code. Open your app to get the code.



**Step 7:** When logging into IBHRS, put the TOTP code from your phone into the TOTP Field.

The image shows a login form for 'IBHRS UAT' (Web Infrastructure for Treatment Services). The form has a white background with a light blue border. It includes fields for 'User ID' (containing 'Username'), 'Password', and 'TOTP'. Each field has a blue border and a blue eye icon for toggling visibility. Below the 'TOTP' field is a link for 'Forgot Password or Pin?'. At the bottom, there is an orange footer bar with the text 'UAT Version: 20.1.0.0 | Powered by WITS' and a 'Login' button.

**IBHRS UAT**  
Web Infrastructure for Treatment Services

**Log In**

User ID

Password

TOTP

[Forgot Password or Pin?](#)

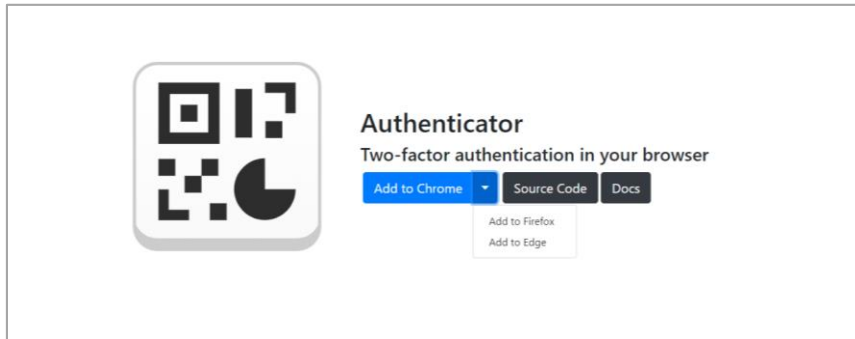
**UAT**  
Version: 20.1.0.0 | Powered by WITS

**Login**

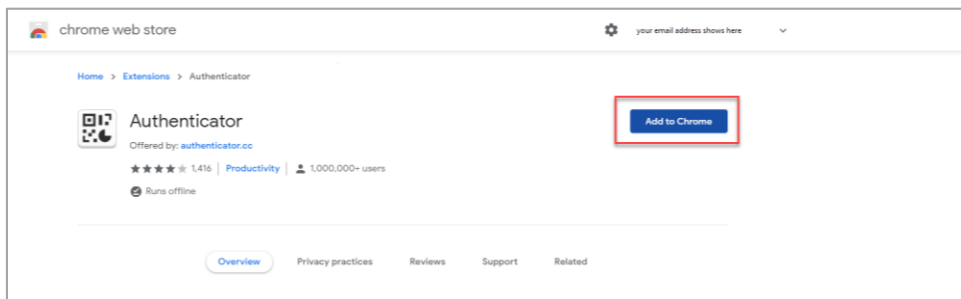
## 2 For Web Browsers

### 2.1 Download the Browser Extension and Add to Browser

**Step 1:** When at the <https://authenticator.cc/> page, you will be prompted to download. Choose your browser, and Add.

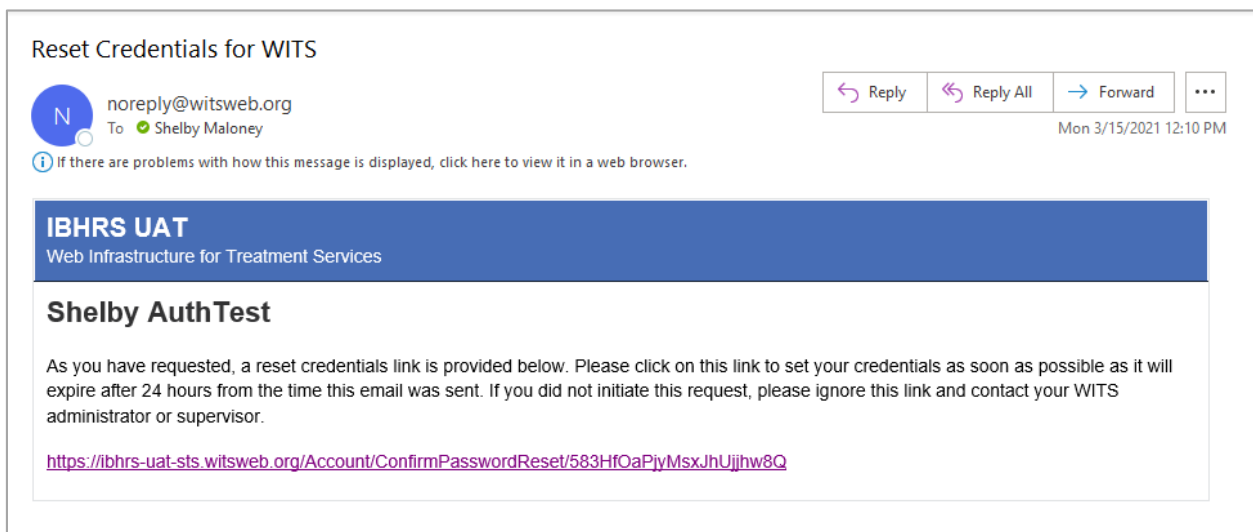


**Step 2:** Follow the process to download the extension to your browser.

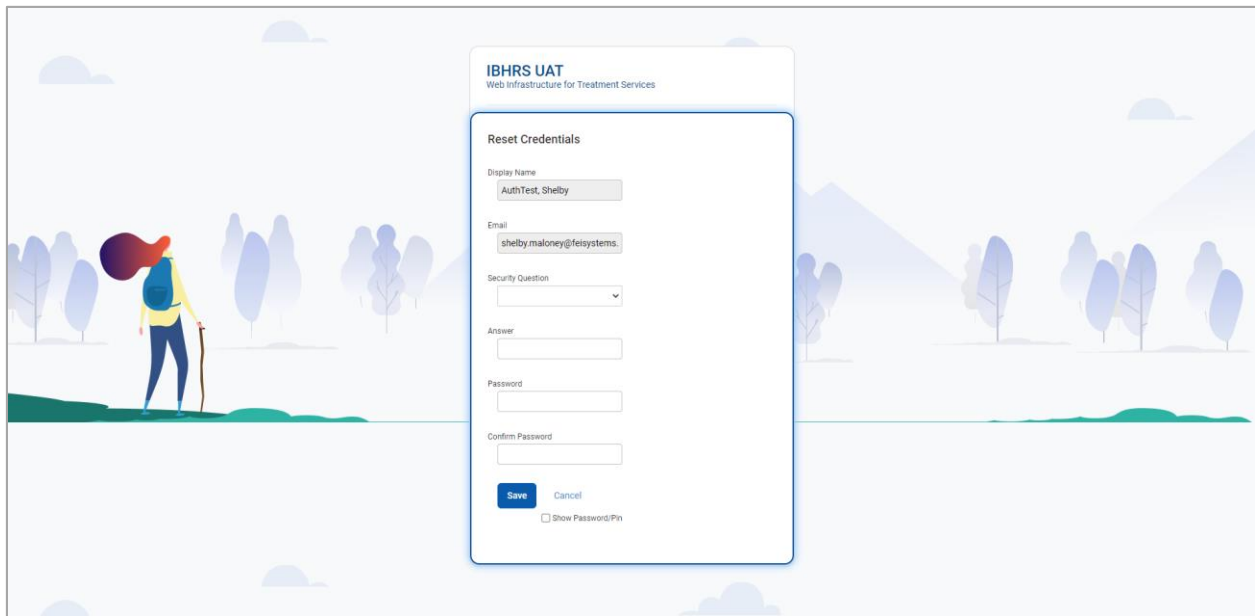


### 2.2 Set up IBHRS Security Question

**Step 1:** When your account has been created, click the link in the email sent to you to set up your security question and password. **This link expires after 24 hours, so it is important to click the link as soon as possible.**



**Step 2:** On the Reset Credentials screen, choose a security question, and type in the answer. Keep in mind, you should choose something that you will remember, and that the security question answer is case sensitive.



IBHRS UAT  
Web Infrastructure for Treatment Services

Reset Credentials

Display Name  
AuthTest, Shelby

Email  
shelby.maloney@feisystems.

Security Question  
▼

Answer  
\_\_\_\_\_

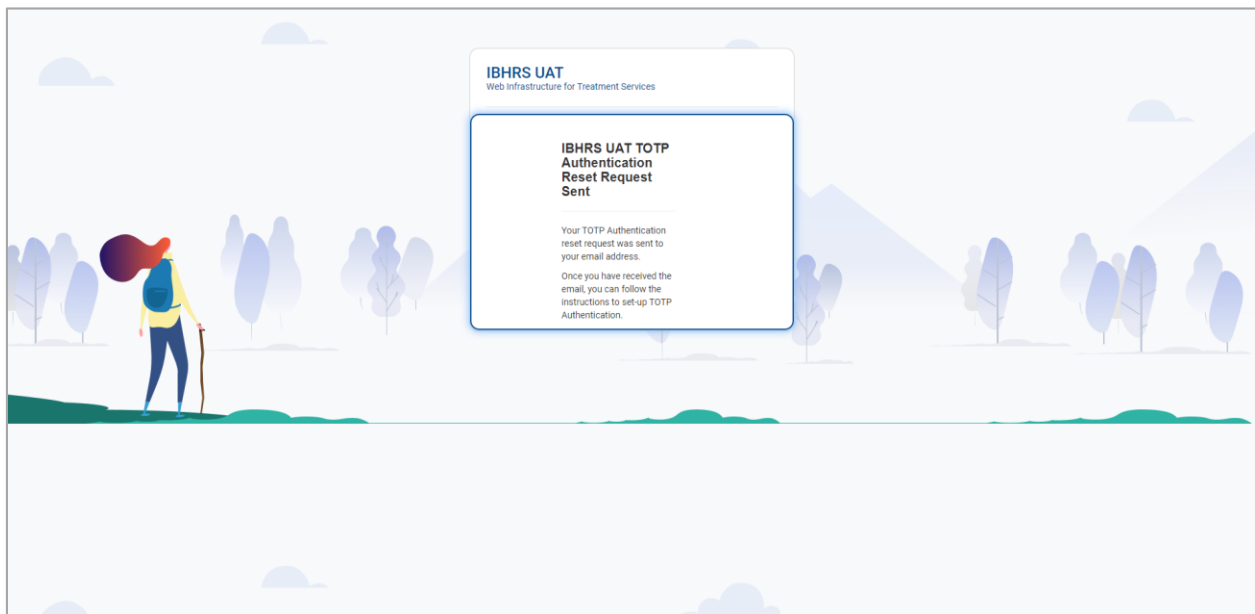
Password  
\_\_\_\_\_

Confirm Password  
\_\_\_\_\_

[Save](#) [Cancel](#)

☐ Show Password/Pin

**Step 3:** After you have set up your security question and password, a TOTP Authentication Link will be sent to your email address.



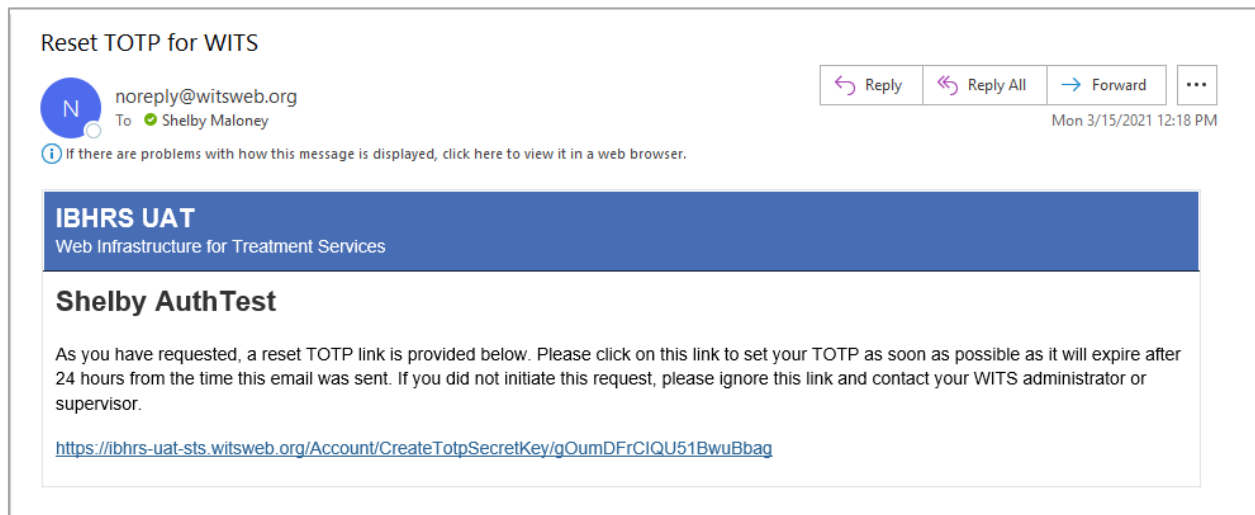
IBHRS UAT  
Web Infrastructure for Treatment Services

IBHRS UAT TOTP  
Authentication  
Reset Request  
Sent

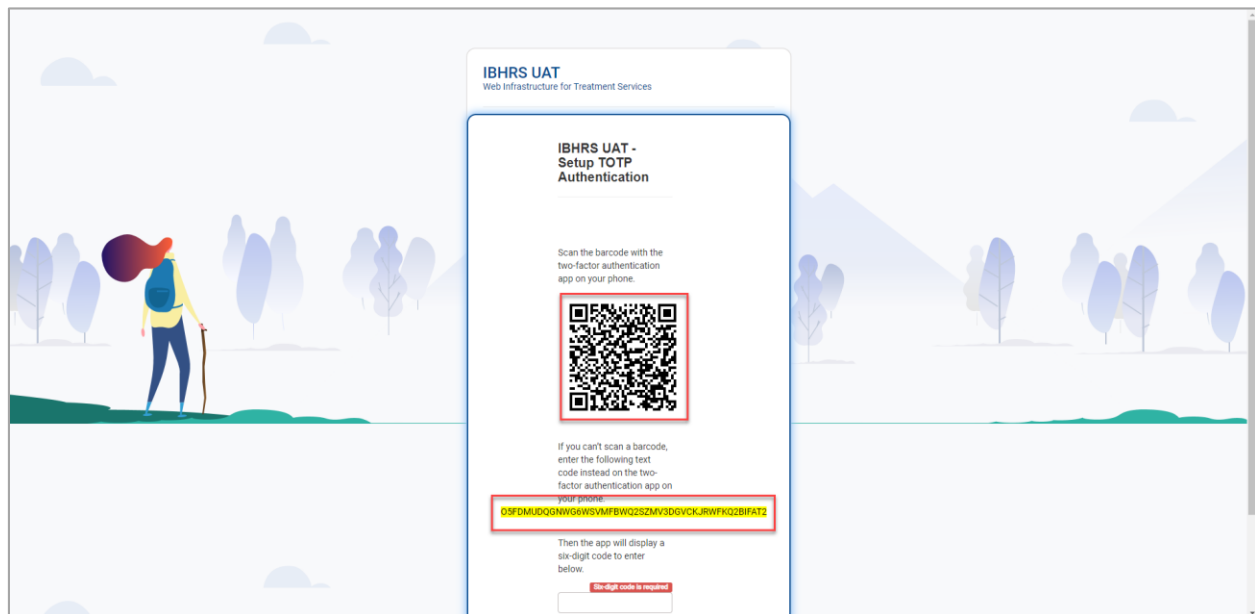
Your TOTP Authentication  
reset request was sent to  
your email address.  
Once you have received the  
email, you can follow the  
instructions to set up TOTP  
Authentication.

## 2.3 Set up TOTP Authentication

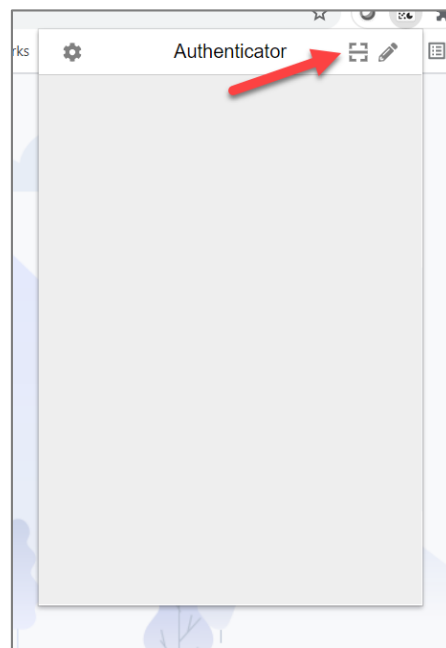
**Step 1:** Click the link in the email sent to you to set up your TOTP Authentication.



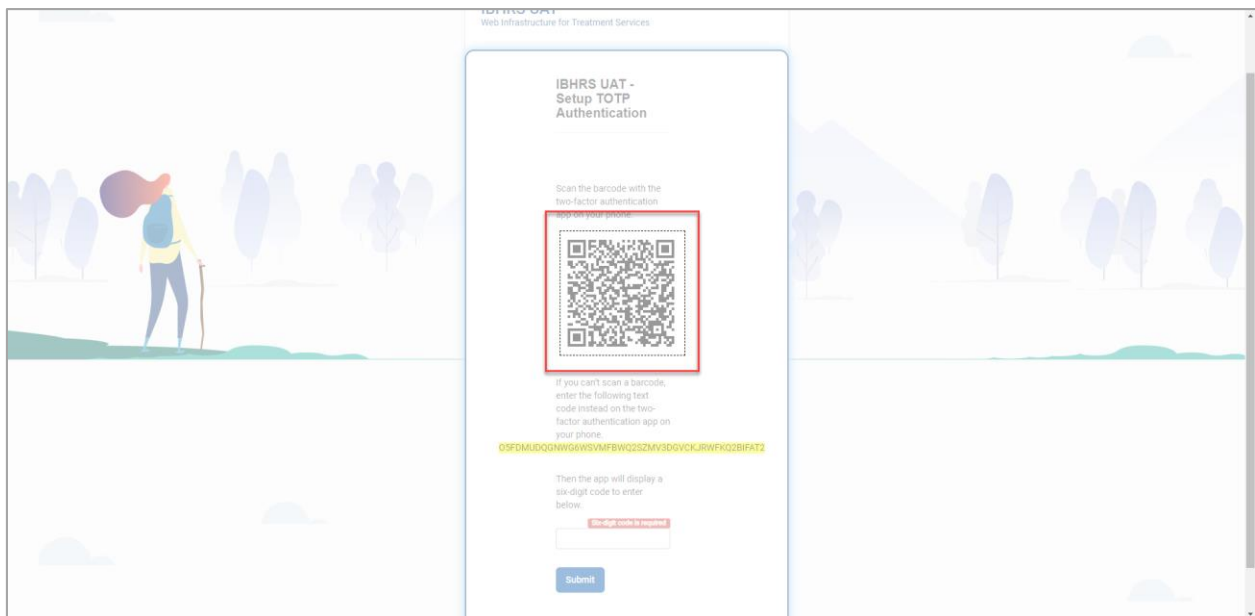
**Step 2:** The link will provide both a QR code and a key – the QR code can be used to set up the TOTP with the Browser Extension.



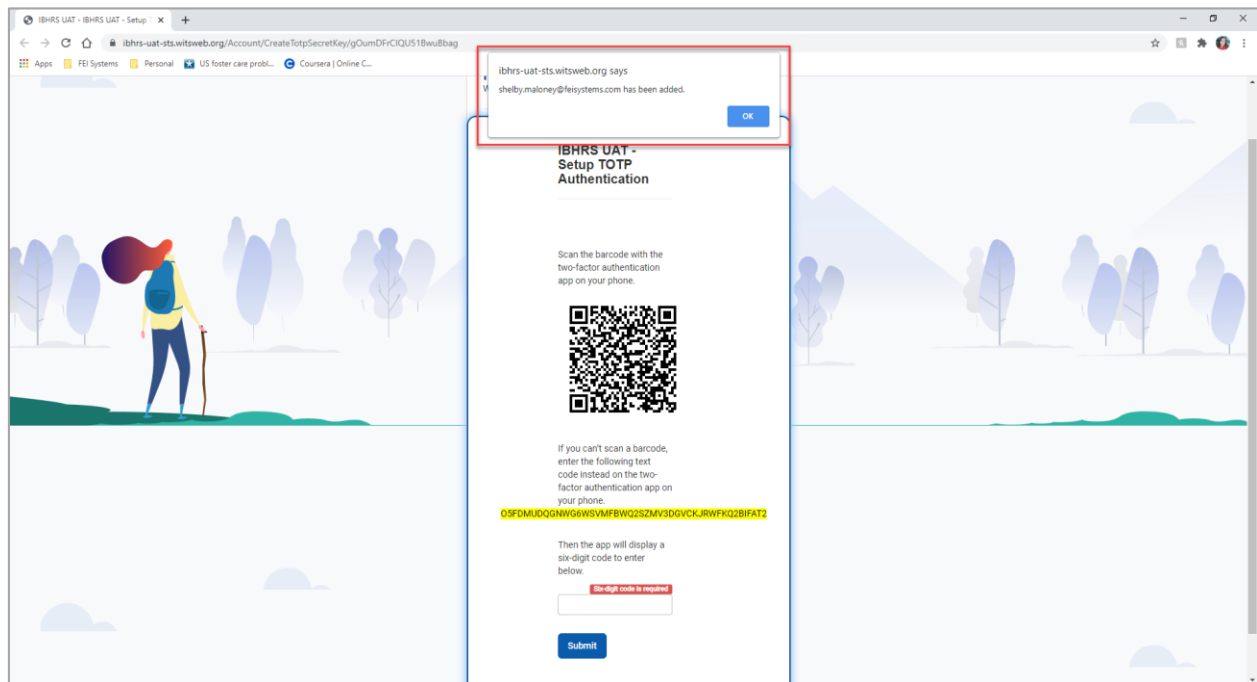
**Step 3:** While on the screen with the QR code and Key, open the Browser Extension. Click the QR code button on the Browser Extension.



**Step 4:** The Browser Extension will prompt you to drag your mouse around the QR code on the screen – until you have a box around the QR code.

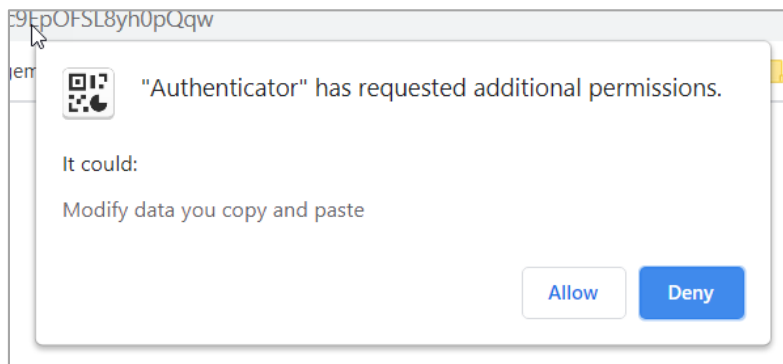


**Step 5:** Once you have successfully dragged your mouse around the QR code, the Browser Extension will give a message that the account has been added.

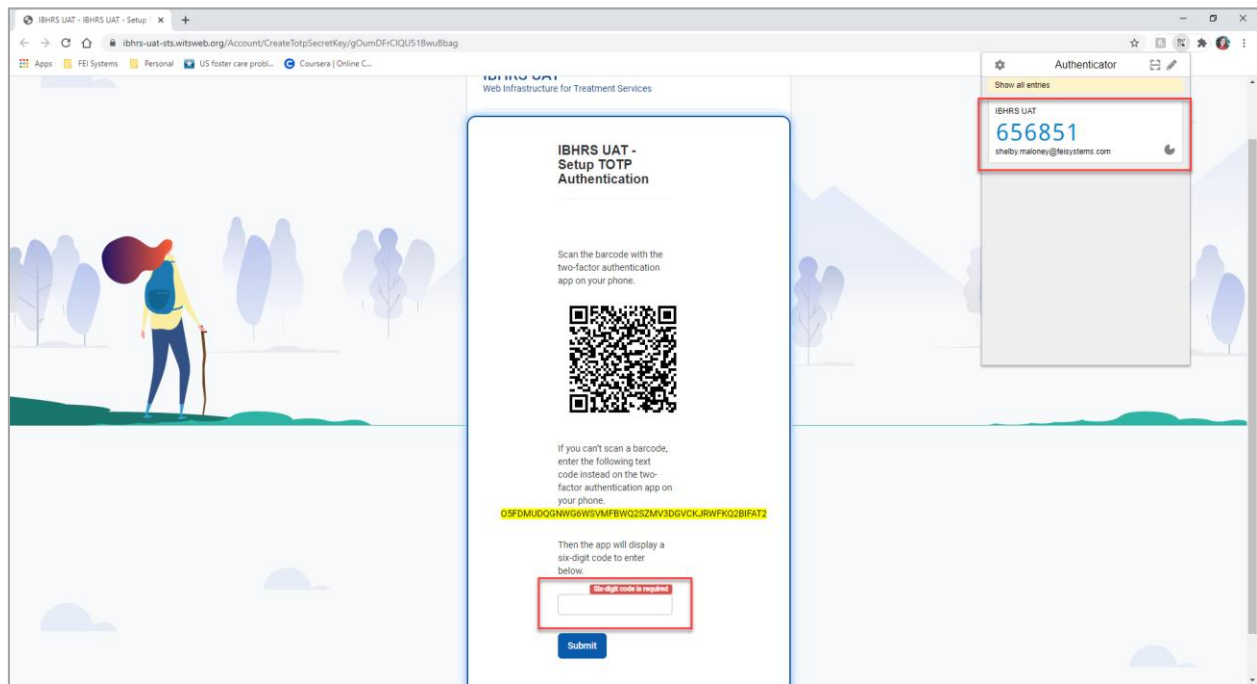


**Step 6:** Re-open the Browser Extension and enter the six-digit code provided. You can copy/paste or memorize the number provided.

In order to use Copy / Paste, Chrome will require you to allow the authenticator to have additional permissions. Select “Allow.”



You can then click the number within the Authenticator extension, which will copy the value. Then either right-click or hold “Control” and “V” on your keyboard. This will paste the number in the field that states “Six-digit code is required.”



## 2.4 Login to IBHRS

Enter your User ID, Password, and code from the Browser Extension to login.

